Aura® Messaging – Web Messaging (Visual Voicemail)
Web User Preferences, Notify/Reach Me, and General Options
Quick Reference Guide (QRG)
Any Telephone – Aura Messaging 6.3

This Guide provides administration instructions for Notifications and Call Handling using the Aura Web Messaging and Web User Options portal

Accessing the Web Portal

The Web portal supports the following:

- Internet Browsers minimums:
  - Internet Explorer 9.0 or later
  - Mozilla Firefox 30 or later
  - Google Chrome 35 or later
  - Safari 6 or later
- Device and Application minimums:
  - Windows 7 or later
  - Apple Mac OS 10.7 or later
  - Adobe Flash Player 14 or later

If you have none of the above, please contact your Telephone Administrator to have your options administered for you

- Browse to www.ndsu.edu/voicemail
- Login using:
  - Your 5-digit Voice Mailbox Extension
  - Do not uses dashes in the number
  - The Voice Mailbox numeric Password you use when logging in through your phone

Connection Status

- The connection status is provided in the right-hand corner of the screen
- Connected indicates that the application can connect to the Messaging System and is receiving updates
- Disconnected indicates that the application cannot connect to the Messaging System and is not receiving updates

Playback Devices & Options

- A message can be played on a personal computer with speakers or on a telephone. You can select your playback devices while performing any of the following functions:
  - Composing a new message
  - Playing a message
  - Forwarding a message
  - Replying to a message
- The playback options are:
  - Play/Record through the desktop
    - Requires desktop speakers and microphone (internal or external)
    - This is the recommended option for the better user experience
  - Play/Record through a telephone
    - The dialog boxes prompt you to specify your telephone number
    - When using the telephone as your default playback device, you must login to your Mailbox using your telephone
Playing a Message

- Messages are displayed with the most recent at the top
- Double-click the message or right-click and select Play Message

The Playback dialog box will open and will begin playing the message with the default playback option (desktop speakers) shown below in red
- The options to Delete, Forward, and Call Sender are shown to the left of the playback option

Changing the Playback/Record Method

- Select the Playback/Record method desired
  - When the method is changed, the system will remember this setting for the remainder of the current and any future login sessions
- The telephone number to be called is administered under User Preferences > General > Play On Phone as detailed later in this guide

Right-Click Message Options

- Right-click a message to edit the subject, change the status (Played/Read vs. unplayed/un-read), and to Reply, Forward, Play, Call Sender, and delete

Using the Telephone Interface

- If your Play On Phone User Preferences have specified a number to use, the Compose, Play Message, and Call Sender buttons will cause the system to call you at the specified number to complete the transaction
- If your Play On Phone User Preferences have not specified a number to use, the Compose, Play Message, and Call Sender buttons will cause the system open a dialog box for you to select the number to use to call you in order to complete the transaction

Composing & Forwarding a Message

- Click the Compose button or after highlighting a message, click the Forward button
- Enter the name or extension of an Aura Messaging recipient and click the + button to add the person to the list of recipients
- Enter a Subject and select High Importance or Private as applicable
- If using the desktop microphone to record, click the Record button
- If using the telephone to record, change the interface to Play Record through the Telephone and click Call
User Preferences

- Click Preferences at the top of the window

General Preferences

- Provides the ability to administer:
  - Location Time Zone and Language
    - The time zone determines the time-stamp on messages you receive
  - Mobile Phone or Pager
    - This is used for Notify Me to send text notifications of receipt of a voicemail
    - The number is entered in the 10-digit format with Area Code and Number for US & Canada Numbers and in the +Country Code Number format for International Numbers
  - Fax
    - If you have subscribed to fax service, the fax options will display
    - Enter the Email Address where you wish to receive your faxes
      (a) The email address is automatically populated from the Notify Me / Email Notifications field if it has been previously administered. However, administration of Notify Me is not required for Fax and the Fax field can be independently administered
      (b) Changing the Notify Me / Email information does not automatically update the Fax information
  - Play on Phone
    - You can play messages using your desktop media player or by logging in through your phone
  - Attendant
    - The extension to which a caller is transferred if they Press (0) after reaching your mailbox

Example of other General Preferences shown below:

Notify Me

- To have a text message sent to a PDA/Mobile Phone when a message is received or to receive an email notification:
  - Requires that you first administer a Mobile Phone or Pager in the General options as detailed above
  - Select Notify Me from the left tree
  - Phone Notifications:
    - You can receive a text notification to a PDA/Mobile Phone
    - Be sure to select the appropriate Mobile Provider from the list box
    - Important messages are those which a sender marks as important after recording the message
  - Email Notifications:
    - Some subscribers have selected the Mutare Speech-to-Text feature which provides email notifications with a text conversion of the speech. **Do not administer the Aura Messaging Email Notification feature below when you have Mutare as you will get two emails as a result**.
Notify Me (concluded)

- Email Notifications: (concluded)
  - When receiving a non-Mutare email notification, you can select inclusion of the voicemail as an MP3 file attachment in the email
    (a) Aura Messaging users can create and send a message to you marked as Private which will result in an email notification without the file attachment
    (b) Activation of Email Notifications is not required for Fax functionality

Reach Me

- To have the system try up to three telephone numbers in the order you administer them before sending callers to your voice mailbox
  - When Reach Me is active, you are notified that Reach Me is enabled each time you login using the phone
  - Select Reach Me from the left tree
  - Caller Categories:
    - Callers can be all treated the same or the system can only try to reach you when messages have been received from other voicemail users on the system
  - Call Handling:
    - Only works when you either don’t answer your phone or have Send All Calls active
      - If your phone is busy, callers go to voicemail
      - Go to voice Messaging
      - Reach Me is not active
      - Forwards callers to the Reach Me numbers you administer
    - System prompts callers, To leave a message Press Star now, otherwise, I will try a different number
    - Optionally ask callers to record their name
      - When you are reached you will hear a tone and the system will prompt, You have a call from (plays name if recorded by the caller). To accept it, press one, to transfer the caller to your mailbox press two
      - If you don’t press one, the system tells the caller, Sorry but the person you are calling is not available. Transferring so you can leave a message
  - Reach Me Numbers:
    - You can administer up to three numbers which the system will try in the order you administer
      (a) The number is entered in the 10-digit format with Area Code and Number for US & Canada Numbers and in the +Country Code Number format for International Numbers
      - Callers wait the whole time the system is trying the numbers before reaching voicemail
      - You specify how many rings at 5-seconds per ring, the system tries each number
      - Your Mobile Phone, if previously administered in General options, can be selected as one of the choices
    - Reach Me Schedule:
      - You can administer the time interval and days of the week that Reach Me is active
My Phone

- To administer the message playback order and speed and administer the date/time announcement and voice recognition features
  - Select My Phone from the left tree
  - Select the order for unread, read, and saved message playback
    - Play newest first
    - Play oldest first
    - Play important messages before others
  - Message Playback Speed
    - Select the Default speed level for message playback
    - You can also control this using the Telephone User Interface (TUI) when you use the phone to retrieve your messages
  - Date and Time Announcement
    - When this is selected, you always get the Message Header information for each message
    - When this is not selected, you only get the Message Header information when you press (5) during message retrieval
  - Voice Recognition for Addressing
    - When recording and then addressing a message, you can select the option of either saying the name of the recipient or entering their mailbox number using the telephone keypad
    - The following example shows the default settings with the exception that Play important messages before others should be administered by the user

Personal Lists

- To administer the Personal Distribution Lists for sending voice messages to multiple recipients
  - Select Personal Lists from the left tree
  - You can administer lists 11-99 and provide a name for each list
  - Administration requires that you know the mailbox number of the recipient

Password

- The password used when logging-in from your phone can be administered/changed using the Web User Options. To administer/change the password:
  - Select Password from the left tree
  - Provide and confirm the new password

Important Phone Numbers

Telephone Help – 701-231-8401